

Comment on Proposed Merger between T-Mobile and Sprint (18-197) In Favor of the Merger

I would like to take this opportunity to express my enthusiastic support in favor of the proposed merger between T-Mobile and Sprint.

My wife and I are both retired military officers. She was in the Navy for 30 years and I was in the Navy/Coast Guard for 21 years. We began using T-Mobile toward the end of our service and from that time, to the present, have received fantastic service. That is a period of 17 years! Our only regret is that we didn't start using T-Mobile sooner. They have consistently worked to provide us with a fair and affordable plan. Now that we qualify for a senior T-Mobile rate, I'd say the service is a bargain. When you consider that we get free calls in the US and Canada, free texts worldwide, unlimited talk, unlimited data, and cheap overseas calls, it is an incredible deal. It is especially fantastic when traveling overseas, as the T-Mobile foreign network is compatible with our US handsets. Furthermore, every experience we have had at the (brick and mortar) T-Mobile Store has been exceptional. The staff has eagerly helped us on a number of occasions and we have never paid additional charges for the help. This includes help with phones purchased from other vendors, such as Costco.

The only negative thing I can say about T-Mobile is that there are certain areas of the US where they have a lack of offices and dedicated T-Mobile equipment. If T-Mobile merges with Sprint, it would greatly expand their presence and improve their service. Of course some would say that a merger could result in less competition and cause an increase in rates. I do not think that is going to be a threat. I base that opinion on our 17 year business relationship with T-Mobile. They have been fair and honest, while providing exceptional customer service and excellent functionality. In contrast, my friends are constantly complaining about the poor treatment and service they receive from AT&T and Verizon.

Thank you for your favorable consideration of the proposed merger.